OnOurWay

A Guide to Using Transit

Transit System Accessibility Checklist

[This checklist is designed to help transit agencies assess the accessible features of their transit system]

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1. Purpose

This checklist is designed to help you identify the accessible features of your transit system. This checklist is not meant for accessibility experts, but rather for any transit staff that wants to learn more about the accessibility of their system.

The dictionary defines accessible as “able to be easily obtained or used”. It is a term that can be understood in different ways by different people. The truth is you will never be able to have a facility that is 100% accessible to 100% of people. The best anyone can do is to increase their accessibility to try to accommodate as many people as possible.

The goal, of course, is to have a transit system that is accessible, that can be easily used by everyone. Unfortunately, our budgets are not unlimited, and structural changes don’t come easily. That’s reality, but it is not as much of a problem as you might think. Chances are, your system is not fully accessible. Accurate information is the MOST useful tool for anyone with accessibility needs when they are planning their trips. If someone knows in advance where they might run into a problem, they can plan their trip around it and it becomes a non-issue. If you can provide information about the current accessible features of your system, you are providing an important customer service, which will make people with disabilities much more comfortable using your system.

Note: This checklist was designed using the proposed Accessibility for Ontarians with Disabilities Act (AODA) Built Environment Standard, July 2010, the Canadian Standards Association (CSA) “Accessible Design and the Built Environment” (B65.1-04), along with recognized best practices. It is designed to give you a good start in identifying the accessibility level of your transit system. It should NOT be considered an acceptable substitute for the building code or

AODA regulations. If you would like extra help in assessing your facilities, feel free to enlist an architect, or an AODA consultant who can conduct a full audit. They can also help to explain the regulations and assist in prioritizing any upgrades.

2. How to Use the Checklist

Each section of the checklist covers a different portion of the transit system, from the fleet, to the facilities, to the customer service. We have included pictures for clarity wherever possible. There is a glossary provided at the end of the checklist that you may refer to if any of the terms are unclear.

As you go through each section, there is a short introduction to the section, and then a series of questions. For each question you will be able to choose 'Yes', 'No', or 'N/A'. If you are not sure, feel free to skip the question and ask for help with it at a later date. If the question cannot be answered, feel free to add comments wherever you might find them useful. For example, maybe there are power door operators on some doors, but not others.

The checklist is designed to incorporate a wide variety of potential access issues. The goal is to highlight accessibility features that would benefit a wide variety of people. Not everyone with a disability will need the system to meet all of these standards. Each point on the checklist will help some, but may have no effect on the experience of others.

We encourage you to involve your accessibility steering committee in the checklist process. They will likely be enthusiastic participants who can provide you with insights and clarifications as you complete each section. It is not necessary to complete the entire checklist in one session. You may work on it over multiple sessions, or have different people complete the sections with which they are most familiar.

Do not be discouraged if you find yourself checking the 'No' and 'N/A' boxes often. Knowing the current status of your system is the most important step in being able to provide good customer service to your riders with disabilities. It is important to focus on the positive, and know that every single 'Yes' answer will allow more people to use your system.

3. Transit System Accessibility Checklist

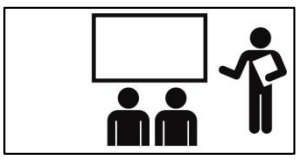
Date:	Station Name:	Assessed by:

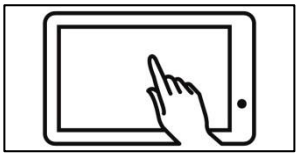
3.1 Communication Elements

When preparing to complete this section of the checklist consider all the ways in which you normally communicate with your customers including prospective riders. It is important to remember that some people use specialized devices to assist them with communication, or have another person help them to communicate.

The AODA Integrated Accessibility Standard Regulation (IASR) provides specific direction in its section on Information and Communication. It is recommended that you review these requirements as a part of your accessibility preparations. You will note that some of the items in this checklist are included in the standard.

3.1.1 Face-to-Face

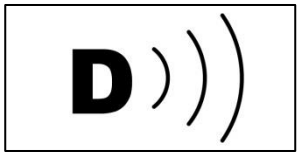
Item	Compliance	Image
Has your staff received Accessible Customer Service Standard training?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Does your staff understand how to communicate with people who use alternative methods of communication such as electronic communication devices?	☐ Yes ☐ No ☐ N/A	

Comments:

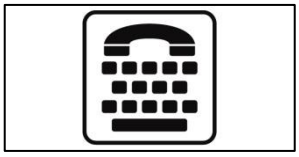
3.1.2 Electronic Communication

Item	Compliance	Image
Are your electronic documents, including route maps and timetables, available in an accessible format? e.g. large font, file formats that are accessible with screen readers, plain language	☐ Yes ☐ No ☐ N/A	
Are your videos available with close captioning?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Are your videos available in described video?	☐ Yes ☐ No ☐ N/A	
Do your Mobile applications meet Web Content Accessibility Guidelines (WCAG 2.0)?	☐ Yes ☐ No ☐ N/A	

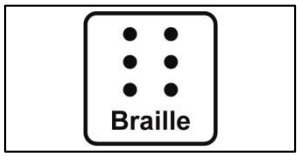
Comments:

3.1.3 Telecommunications

Item	Compliance	Image
Has your staff received training in communication with someone using TTY or the telecommunication relay system?	☐ Yes ☐ No ☐ N/A	

Comments:

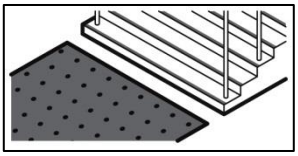
3.1.4 Print Material

Are route maps, timetables and other public documents available in large print?	☐ Yes ☐ No ☐ N/A	
Is plain language used in print material whenever possible?	☐ Yes ☐ No ☐ N/A	
Are print materials available in other accessible formats upon request? e.g. large font, Braille	☐ Yes ☐ No ☐ N/A	

Comments:

3.1.5 Signage and Wayfinding

Item	Compliance	Image
Do you have directional signage identifying accessible entrances, elevators and washrooms?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Are there Tactile Walking Surface Indicators located at platform edges, stair landings and tops of ramps?	☐ Yes ☐ No ☐ N/A	
Are entrances for buildings and shelters clearly identified with signage at eye level?	☐ Yes ☐ No ☐ N/A	
Do you have accessible signage indicating washroom? E.g. at eye level, braille, raised lettering	☐ Yes ☐ No ☐ N/A	
Do you have braille on each sign, below the corresponding text?	☐ Yes ☐ No ☐ N/A	
Are all doors designed to contrast in colour with the surrounding area, including entrances/exits as well as washroom and other interior doors?	☐ Yes ☐ No ☐ N/A	
Is print on all signage chosen to contrast in colour from the background?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image

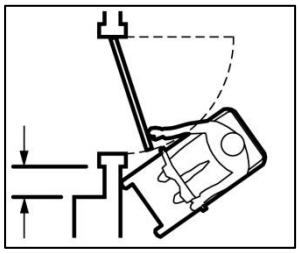
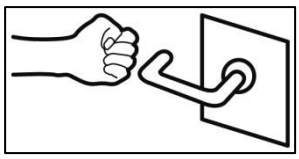
Comments:

3.2 Facilities

These guidelines provide considerations on barrier free design that will make transportation systems more accessible to all people, including those who have difficulties walking and climbing, difficulties seeing and hearing, and those with hidden disabilities. They also cover the needs of people with sensory and cognitive impairments.

This checklist is intended to provide you with an overview of accessibility requirements as outlined by the proposed Accessible Built Environment Standard (ABES). It is not a comprehensive audit tool. For details and specific dimensions please refer to the ABES.

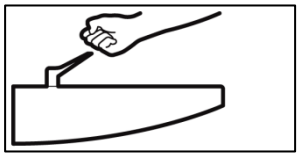
3.2.1 Doors and Doorways

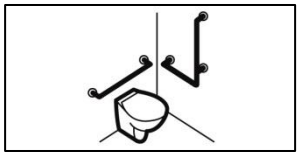
Item	Compliance	Image
Is there enough space to maneuver a wheelchair on both sides of door?	☐ Yes ☐ No ☐ N/A	
Are the door handles designed so they do not require tight grasping, pinching, or twisting at the	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
wrist?		
Are power door openers installed on both sides of the door?	☐ Yes ☐ No ☐ N/A	

Comments:

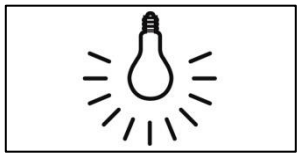
3.2.2 Washrooms

Item	Compliance	Image
Are the washrooms located in accessible areas? e.g. the path to get to the washroom is barrier free	☐ Yes ☐ No ☐ N/A	
Are the washrooms equipped with power door openers?	☐ Yes ☐ No ☐ N/A	
Are the faucets easy to operate or automatic? Easy to operate means that you can turn them on and off with a fist.	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Are there two grab bars, one behind, and one beside the toilet at each accessible stall?	☐ Yes ☐ No ☐ N/A	

Comments:

3.2.3 Exterior Paths

Item	Compliance	Image
Are the exterior paths well lit?	☐ Yes ☐ No ☐ N/A	
Are the exterior paths unobstructed by changes in level, build up of snow, ice and water, or other barriers?	☐ Yes ☐ No ☐ N/A	
Are there minimal changes in level or slopes at stations and transit stops? (this does not include marked ramps with railings)	☐ Yes ☐ No ☐ N/A	

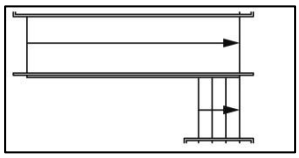
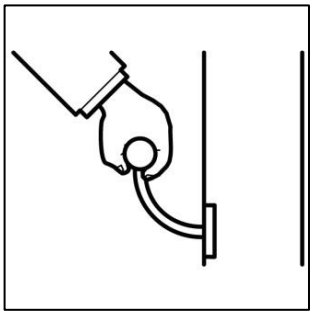
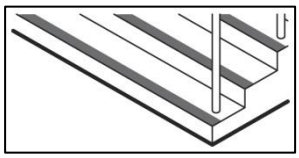
Comments:

3.2.4 Interior Paths

Item	Compliance	Image
Are the interior paths unobstructed by changes in level or other barriers?	☐ Yes ☐ No ☐ N/A	
Are the floors stable, and slip resistant?	☐ Yes ☐ No ☐ N/A	

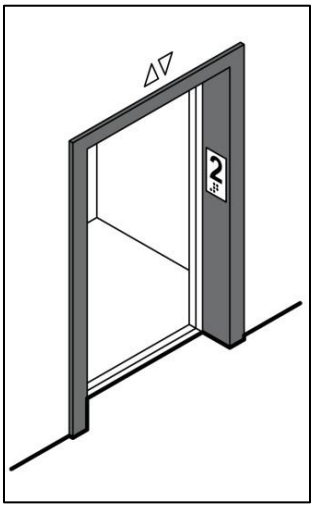
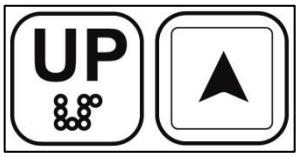
Comments:

3.2.5 Ramps and Stairs

Item	Compliance	Image
Are there ramps as an alternative to stairs when necessary? The ramps should be close enough to the stairs so as to be an obvious alternative.	☐ Yes ☐ No ☐ N/A	
Do the ramps have handrails?	☐ Yes ☐ No ☐ N/A	
Are there handrails on both sides of stairwells?	☐ Yes ☐ No ☐ N/A	
Does each step have non-slip nosing on the edge of the step which is both a different colour and texture than the rest of the step?	☐ Yes ☐ No ☐ N/A	

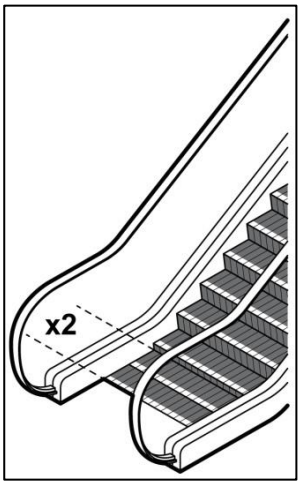
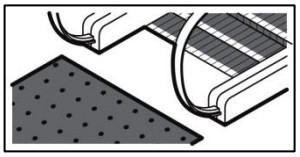
Comments:

3.2.6 Elevators

Item	Compliance	Image
Are there elevators on the premises that allow access to each level?	☐ Yes ☐ No ☐ N/A	
Do the elevator doors and doorjambs contrast in colour to the surrounding wall surface?	☐ Yes ☐ No ☐ N/A	
Is there signage on both sides of each doorjamb that indicate the floor level?	☐ Yes ☐ No ☐ N/A	
Is there braille provided to the left of each elevator button? (generally braille is provided beneath text, but elevators are the exception where the braille should be on the left)	☐ Yes ☐ No ☐ N/A	
Is the elevator equipped with two-way hands free communication in case of emergency?	☐ Yes ☐ No ☐ N/A	

Comments:

3.2.7 Escalators

Item	Compliance	Image
Are there escalators on the premises?	☐ Yes ☐ No ☐ N/A	
Are there two flat treads at the entrance and exit of the escalator?	☐ Yes ☐ No ☐ N/A	
Is there a colour contrast strip at the edge of each tread?	☐ Yes ☐ No ☐ N/A	
Does the escalator landing transition have a tactile walking surface and contrasting colour?	☐ Yes ☐ No ☐ N/A	

Comments:

3.2.8 Rest Areas

Item	Compliance	Image
Are there rest areas provided on accessible paths?	☐ Yes ☐ No ☐ N/A	

Comments:

3.3 Payment Systems

3.3.1 Fare System

Item	Compliance	Image
Is there a barrier free fare system and payment option available?	☐ Yes ☐ No ☐ N/A	
Is there signage to indicate location of barrier free fare options and payment locations?	☐ Yes ☐ No ☐ N/A	

Comments:

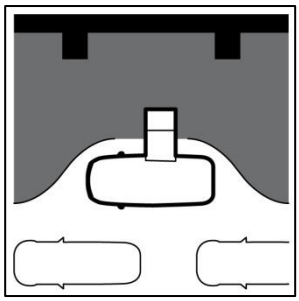
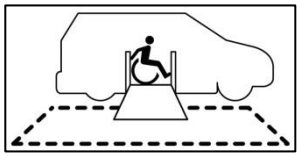
3.4 Automobile Connections

3.4.1 Parking

Item	Compliance	Image
Is there an accessible path provided from parking to building?	☐ Yes ☐ No ☐ N/A	
Are the accessible parking spaces clearly marked on pavement and with vertical signage?	☐ Yes ☐ No ☐ N/A	
Are at least 5% of all parking spaces accessible?	☐ Yes ☐ No ☐ N/A	

Comments:

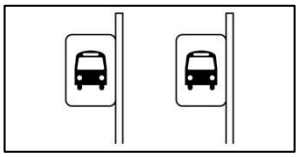
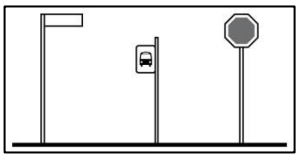
3.4.2 Passenger Pick Up/Drop Off

Item	Compliance	Image
Is there adequate space for vehicles to pull up out of the flow of traffic?	☐ Yes ☐ No ☐ N/A	
Is there an accessible path from the pick up/drop off location to the building?	☐ Yes ☐ No ☐ N/A	
Is there adequate space for a ramp to be deployed from the side of a vehicle onto a landing area?	☐ Yes ☐ No ☐ N/A	

Comments:

3.5 Transit Stop Design

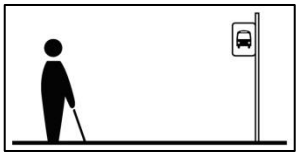
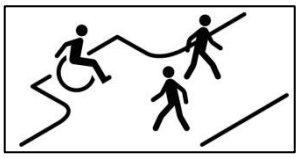
3.5.1 Transit Stop Pole

Item	Compliance	Image
Are the transit stop poles consistent in location and design throughout the system?	☐ Yes ☐ No ☐ N/A	
Are transit poles distinctive in design from other poles surrounding the transit stop?	☐ Yes ☐ No ☐ N/A	
Is signage on the pole mounted at eye level?	☐ Yes ☐ No ☐ N/A	

Comments:

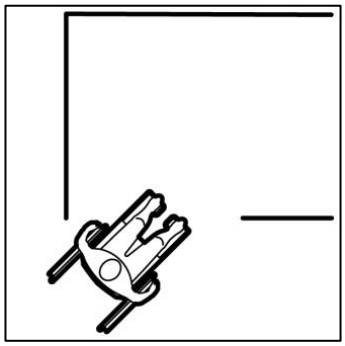
3.5.2 Passenger Area

Item	Compliance	Image
Is there accessible access to the transit stop?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Is the surface flat, stable, and free of obstructions?	☐ Yes ☐ No ☐ N/A	
Is there sufficient space at the stop for a person using a wheelchair to rest out of the flow of pedestrian traffic?	☐ Yes ☐ No ☐ N/A	
Is seating provided?	☐ Yes ☐ No ☐ N/A	

Comments:

3.5.3 Transit Shelter

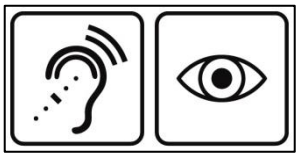
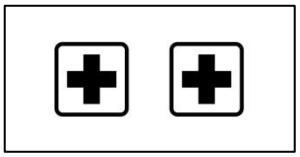
Item	Compliance	Image
Is the shelter entrance large enough for easy entrance and exit?	☐ Yes ☐ No ☐ N/A	
Is there sufficient space inside the shelter for maneuvering a wheelchair?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image

Comments:

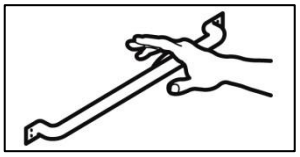
3.6 Fleet

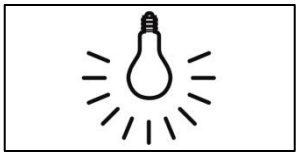
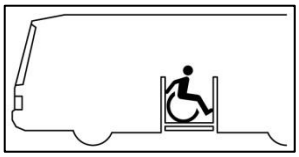
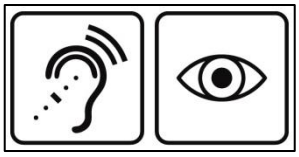
3.6.1 In-Transit Information

Item	Compliance	Image
Are all on-board stops announced in an audible and visual format?	☐ Yes ☐ No ☐ N/A	
Is the on board signage consistently shaped, coloured and located throughout the fleet?	☐ Yes ☐ No ☐ N/A	

Comments:

3.6.2 General Vehicle Features

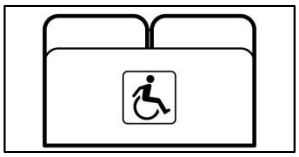
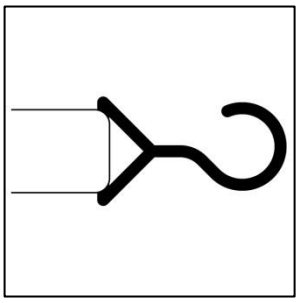
Item	Compliance	Image
Are grab bars provided on board the vehicle?	☐ Yes ☐ No ☐ N/A	
Are the floor surfaces on board the vehicle stable and slip resistant?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Are the lighting levels on board sufficient for safety and visibility?	☐ Yes ☐ No ☐ N/A	
Does the vehicle have a lift or a ramp?	☐ Yes ☐ No ☐ N/A	
Are there visual and audible indicators when the ramp/lift is in use?	☐ Yes ☐ No ☐ N/A	
Is at least one rail car per train accessible to people using mobility devices such as wheelchairs or scooters?	☐ Yes ☐ No ☐ N/A	

Comments:

3.6.3 Seating

Item	Compliance	Image
Is courtesy seating provided for people with disabilities near the entrance of the vehicle?	☐ Yes ☐ No ☐ N/A	

Item	Compliance	Image
Are there two or more spaces on the vehicles allocated for people using mobility devices?	☐ Yes ☐ No ☐ N/A	
Do drivers offer to secure mobility devices?	☐ Yes ☐ No ☐ N/A	
Are securement hooks available for personal mobility devices where appropriate?	☐ Yes ☐ No ☐ N/A	

Comments:

3.6.4 Stop Requests and Emergency Controls

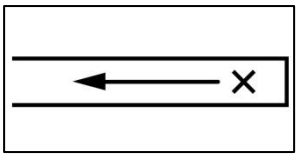
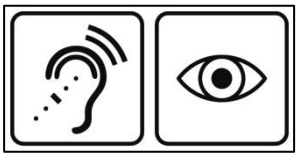
Item	Compliance	Image
Are there accessible Emergency Response Controls on vehicles?	☐ Yes ☐ No ☐ N/A	
Are the accessible stop requests and emergency response controls easily operated with a closed fist?	☐ Yes ☐ No ☐ N/A	
Do the controls contrast in	☐ Yes	

Item	Compliance	Image
colour with the surrounding surfaces?	☐ No ☐ N/A	
Are the controls mounted low enough for use in a seated position?	☐ Yes ☐ No ☐ N/A	
Do the controls provide auditory, tactile and visual feedback?	☐ Yes ☐ No ☐ N/A	

Comments:

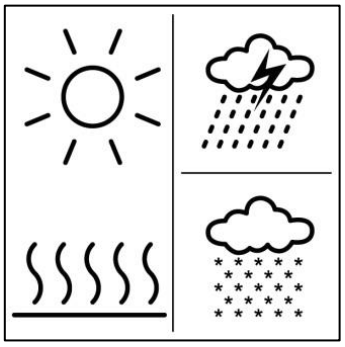
3.7 Safety and Security

3.7.1 General Features

Item	Compliance	Image
Are the emergency controls installed at an accessible operating height?	☐ Yes ☐ No ☐ N/A	
Are the building emergency exit procedures and maps easily readable?	☐ Yes ☐ No ☐ N/A	
Do emergency response policies provide for the safety of people with disabilities?	☐ Yes ☐ No ☐ N/A	
Do the alarm systems have audible and visual components (i.e. stroboscopic lighting)?	☐ Yes ☐ No ☐ N/A	
Do the Emergency power sources allow for the use of automatic doors and elevators?	☐ Yes ☐ No ☐ N/A	

Comments:

3.7.2 Inclement Weather and Service Disruptions

Item	Compliance	Image
Does your system have an accessible method to communicate service disruptions to riders?	☐ Yes ☐ No ☐ N/A	
Does the system employ provisions to minimize service disruptions during inclement weather? i.e. snow clearing	☐ Yes ☐ No N/A	
Are accessibility concerns kept in mind during times of inclement weather?	☐ Yes ☐ No N/A	

Comments: